ATTACHMENT 3

LEC Workshop Action Plan
Revised 5/16/01

Item #	Who	What	When	Status
1	BST UNE Stacy	CLEC orders are being PF'd on DD when tech discovers no facilities while BST records indicate facilities. Develop new cost/rate for Pre-FOC verification on UNE orders	Response by 1/11/2001 2/6/01	Closed In draft status Draft Provided
1a	CLEC's	Review draft & respond	2/12.13 3/15/01	Closed
1b	Stacey	Do price out & provide @ next meeting	5/16/01	Closed, provided
2	Dale Premeaux, Barbee Ponder(BST) Brandon Frey (LPSC)	Discuss BST forecast & provide needs assessment to PSC Dixon	1/11/2001	Closed
3	Shelly R. (BST)	Extend hrs. of operation @ CWIN Cntr.to 6PM EDT. Insure compliance.	ASAP	Closed
4	BST & CLEC's	Monitor premature disconnects		KMC had 1 pre. Disc New South had 2 customer troubles. but causes were not identified. Cox reported no problems. AT&T experienced 3 issues in May
	Bell	Develop process for CLEC's to get supplements to Bell to stop orders prior to DD	2/12.13 3/15/01	Closed
5	Ed Broussard (BST)	Need to balance I&M work load to complete UNE tasks.	Report at 1/11/2001 mting.	Closed Estab. "Serv. Advocacy Cntr."
	Oliver	Verify Center on line Center is on line	2/12.13 3/15/01	Closed
5a	CLEC's	Monitor UNE orders to insure work is being done in timely manner	2/12.13 3/15/01 5/16/01	Closed Cox advised ok
6	Bill Oliver (BST)	Investigate and report back on Actel Serv. Order prob.	1/10/2001 PM session	Closed these were access S.O. probs. BST wking with Actel to access AT&T Pop.
7	Tim Miller (BST)	Provide escalation list to CLEC's & PSC from web site	1/11/2001	Closed
7a	Bell	Investigate procedure whereby CLEC's can escalate a	1/25/01	Closed

		problem before the CLEC receives FOC	2/7/01	CLEC's to use LCSC contact list prior to provisioning and CWIN list afterwards
8	Ken Ainsworth	Provide T-1 test procedures to CLEC's to perform trbl. Isolation test's to clr. Their end before generating trbl. tkt. to Bell	1/11/2001	Closed
8a	Actel / Covad	Provide comments to Bell & PSC on T1 test procedures.	1/25/01 2/6/01	Closed Comments provided
	Bell / CLEC's	Determine if need exists to amend contracts to implement T1 test procedures (note: Bell does not intend to impose additional requirements on any CLEC : only to come up with a mutual agreement for CLEC's to test & clear their circuits prior to sending Bell a trouble report). Amended language to 1A necessary to implement test procedures presented	2/12.13/01 3/15/01	Closed
8b	Bell	Investigate provisioning process of T-1's so that CLEC's won't have to request parallel T-1's to avoid coordination	1/25/01 2/6/01 2/12.13/01 3/15/01	Closed
		Process is in place and working		Closed
9	Tim Miller / KMC	Meet on chronic T-1 trbls.	1/17/2001	Closed KMC items addressed
9a	CLEC (Sharon Norris)	18% LEC experience troubles vs 3% for Bell	2/6/2001 2/12/01 3/15/01	Closed Will be monitored in SQPM
9b	ITC^DeltaCom	Provide examples of chronic T1 problems to Miller		. Bell to put out another notification letter on chronic trbls.
9c	Bell	Report back on changes from taskforce looking at T1 issues (Bell changing engineering models as to how they work with CLEC's equipment)	2/12.13/01 3/15/01 5/16/01	Re-open still having problems
				Closed. CLEC can

	CLEC's	Provide input on tracking process	2/12,13/01 3/15/01 5/16/01	request trbl be put in chronic status Ongoing
10	Vicky (BST)	Provide interval guidelines (Ga. Recommendation) to Brandon Frey, PSC.	1/25/2001	Closed
11	Bell Brandon Frey	Attend "Hot Cut" On 1/22/01. "Hot Cut" @ Baton Rouge Goodwood CO. All were can. By CLEC's. Reschedule "Hot Cut" observation		. PSC will coordinate future Hot Cuts on individual basis
12	Ken Ainsworth / Tim Miller Brenda Miller	Monitor time specific "Hot Cuts"	1/25/2001	Closed
12a		BST to determine why scheduled after hrs hot cuts not performed	1/25/01	Closed
13	Shelly	Provide features list to LPSC & CLEC's	1/11/2001 1/25/01	Closed
14	Tim Miller	Provide duty list for pre-mature disc.	1/11/2001	Closed
15	Ron Moore	Provide update sch on CSR's	1/25/2001	Closed CSR's posted daily when order completes
15b	Bill Stacy/ Tim Miller	Respond to ITC^DeltaCom's request to root cause analysis of CSR examples sent 1/10/01 to Stacy and Miller		Bell to communicate to CLEC's concerned. solution is that CLEC's must take positive action on each tel. # (either ported or disconnected) in order for BST records to be corrected.
15c	AT&T / Bell	CSR examples provided. Bell to perform analysis	expedite	Closed
		Review January specific results	2/12,13/01 3/15/01 5/16/01	Closed
16	Ken Ainsworth / Ron Moore	Provide escalation process to override 18-hr. window on FOC for LNP Ron to investigate process to release "concur message"	1/25/2001 2/6/01	Closed Solution is to stay in process. as soon as "create" is received. "response" is sent back
17	CLEC's (that have not provided data with the exception of AT&T and MCI who stated they have no forecast requirements at	Provide new/reset (trunking) forecast to Bell & Vanessa (PSC)	1/23/2001 2/6/01 2/12,13/01 3/15/01	Closed Rcvd forecasts

		this time)		
18	Jon Rey	Monitor CLEC trunking activity for presentation	1/25/2001	Closed
19	Jon Rey / Kathy Broussard / Bill Oliver	Provide external & internal procedures to implement change of wking process to allow 4 wk notification to CLEC prior to trunk disc.	1/25/2001	Closed
19a	Bill Stacy	Provide revision to procedures Contract language attached	2/6/01 2/13/01 3/15/01	Closed
20	Jon Rey / Kathy Broussard	Provide report on New South's trunk blockage	1/25/2001 2/6/01	Closed Bell to get with New South off line
21	CLEC's	Provide local contact name & # on provisioning orders.	1/25/2001	Closed
21a	Bell (Tim Miller) / Vickie McHenry	Monitor & report back findings on call ahead. Provided applications.	1/25/2001 2/6/01 2/12.13/01 3/15/01	Closed 4 CLEC's agreed to implement contract
22	Task Force -Vanessa . & Brandon (PSC), Lori Reese(New South), Paul Guarisco (Actel), Barbee Ponder & Ron Moore (Bell).	Look at high cancellation rates on CLEC orders to determine if charge appropriate.	1/25/2001 2/6/01	Closed mutually by all parties, cannot be resolved in this forum. Better suited for arbitration
23	Tim Miller	Monitor escalation process in CWIN Center	1/25/2001	Closed
24	CLEC's / Bell	Provide feedback to PSC on hold time	1/25/2001	Closed (SQPM)
	Team	Next Meeting	1/25/2001	
25	Bell	Unlock 911 Cust.	1/25/01	Closed
25a	Cox / Bell	Investigate Cox's specific examples provided to Bell. Records issue only		. may be resolved soon
26	Bell	Memory call issue – mail box torn down Investigate why customer losing features when batch conversions are performed (resale lines to UNE-P). Birch's issue: Investigate why retail voice mail is disconnected when it is converted to resale voice mail on a UNE-P line Report when "fix" will be implemented		Still working with Birch
27	Bell /AT&T	800 LSR's	1/25/01 2/06/01	Closed Bell could not find any, AT&T to provide
28	Bell	PONS issue (status reports)	1/25/01	Closed

			2/06/01 2/12.13/01 3/15/01	Reports published on Web
28a	Stacey	Mechanized PON showing up on non mechanized status report (AT&T)		
28b	Cox/Bell/New South	PON's data incorrect, to review	5/16/01	Closed. Cox reported no problems
29	Bell	E911 liability issue Provide Interconnection Agreement proposed language	1/25/01 2/6/01 2/12.13/01 3/15/01 5/16/01	Closed See attachment item #29
30	Stacey AT&T	Porting (only) #'s on Sunday AT&T to test and monitor for 1 month	1/25/01 2/6/01 5/16/01	Closed/AT&T stated "although not elegant, workable" BST will Project Manage such a request
30a	Sharon Norris	BST to determine whether it is willing to perform a port only after hrs hot cut	1/25/01	
31	DeltaCom / Tim Miller	Having trbl porting #'s once compl, becomes a maint issue (24 hr window) DeltaCom to provide ex to Tim to investigate. Examples were submitted to Bill Stacey 1/24/01. Will also provide to Miller	2/6/01	Closed, process change by BST to "warm hand-off"
32	Bell, CLEC's. Brandon	Bell to come up with plan to reduce delay in getting port provision problems resolved. PSC request assigned group to "tweak" process. Changes were made in process should resolve	2/6/01	Closed ITC^DeltaCom to continue to monitor on own.
33	Barbee Ponder, Brandon Frey	Collocation forecast form being created by Bell. PSC request LEC's and Bell to review prior to Bell filing Docket U-22252-C	2/6/01	Closed Form provided (handout)
34	Dixon (PSC)	To view BST's Web Site to determine any problems associated with "space exhaust declaration"	2/6/01 2/12.13/01 3/15/01 5/16/01	Pending Not a problem in La. Dixon asks staff & Bell to look at

				future issues
35	Bill Oliver	Furnish PSC with sample of 10 Central Office's with little or no space	2/6/01	Closed Bell provided list
36	Bell. AT&T. KMC. Brandon and Gordon	Committee to address Bell's concerns about inaccurate & incorrect data associated with Collocation Applications Applications are now on Web as of 3/1/01	2/6/01 2/12.13/01 3/15/01 5/16/01	Closed. manual application sent. CLEC can augment via Web
3"	Wayne Gray	Provide explanation of 20K disparity in collocation price quotes to KMC	2/6/01	Closed . Oliver to discuss off line with KMC
38	CLEC's. Bell	Give PSC feedback on any safety. security & hsekeeping issues that may arise from either party. All parties will wear photo ID's when working on Bell premises.	2/12.13/01 3/15/01 5/16/01	Closed (handouts provided)
39	Dixon (PSC)	Take under advisement Bell's request for CLEC's to have criminal background checks and security training for unescorted personnel in Bell CO's	2/6/01 2/12.13/01 3/15/01 5/16/01	Closed Dixon & staff to put together plan in conjunction with FCC Regulations and respond. CLEC's are doing background checks as requested: however. records are proprietary.
40	Seeger. Brandon. KMC. AT&T	Receipt of floor plans @ time of application	2/6/01 2/12.13/01 3/15/01	Closed Information comes in timely manner
40a	Bell/Seegar	CLEC's request architectural blueprint of physical cage		. Vicky to submit blueprint to staff to determine if proprietary. Will get back with PSC Staff
41	BST Sawaya	Access to CLEC space collocated with other CLEC's (Riser Space)	1/25/01 2/6/01 2/12.13/01 3/15/01	Closed
42	Wayne Gray	BST Process Improvement for CLEC Cross Connect Assignments Provide formal and pending comments	2/6/01 3/15/01 2/12.13/01 3/15/01	Closed . change in process in effect. No complaints...
43	Bill Stacy	Change post FOC to "Jeopardy"	2/6/01 2/12.13/01 3/15/01	Closed Change takes effect 3/15/01

44	Bill Stacy	List of situations where trunks can be provisioned in less than 30 days Provide written report	2/6/01 2/12,13/01 3/15/01	Closed Update given via handout
45	Bell Cox	Report on whether they will perform a circuit test 24 hrs in advance of hot cut	1/25/01 5/16/01	Closed Test will be performed
46	Bell	Determine whether triggers are not working or not being assigned for LNP orders (customer's are not bale to receive calls within CO area they reside) Will continue to monitor – process works as is – problems associated with human error – solution is to train employees	2/6/01 ongoing	Closed. Collocation Support Resolution Grp put in place to handle post porting problems Problems have deminished
47	Bell	Review data to determine if they are meeting own intervals before meeting CLEC's. Birch to provide info and cities Non dispatch bus Bell = 73.16%, CLEC's= 51.4%within 1 day disp. Bell = 84.24%, CLEC's = 59.48% within 5 days	2/6/01	Closed
47a	Bill Stacey	Report intervals for UNE-P have been tested and match the interval guide and confirm that specific activity types have been fixed in relation to the Tag/Extended due date issue.	ASA data analyzed TBD @ 2/12 2/13 meeting 3/15/01	Closed LENS users ok
	Team	Next Meeting	2/6,7/01	
48	AT&T	Provide examples of status of orders problems	2/13/01 3/15/01	Closed Bell found and reprocessed lost orders
49	Stacy/Tim	Review & resolve 48	?	Closed
49a	Stacey	AT&T request some type of recovery plan for lost / stuck orders in Bell 's system's (LNP Gateway, EDI Interfaces)		. AT&T to continue to work with Bell
50	Birch	Provide PONS to Bell on due dated "D" order that had date changed & "N" order did not causing customer to be OOS	2/6/01	Completed Birch provided to Tim Miller
	Ron Pate	Respond & provide TAG "fix" date on DD intervals	2/13/01 3/15/01	Closed

51	Bell	Provide update on electronic access to loop make up information. Problem with new fields on loop make up not being populated.	2/13/01 3/15/01	Closed 2/24/01 release added rest of fields and fixed those that were not being populated correctly
52	Oliver / AT&T	As related to response time. determine why AT&T not experiencing same "Data" response measures as reported by Bell. Bell takes up to 20 seconds.	2/13/01 3/15/01 5/16/01	Closed AT&T still monitoring. using LENs. Bell needs type of transactions
52a	KMC	To file comments	2/13/01 3/15/01 5/16/01	Closed. comments filed
53	Bell	Determine why LENS orders not accepted because USOC's not loaded in CLEC's data base.	2/13/01 3/15/01	Closed Database problems fixed
	AT&T	Furnish PON	2/13/01 3/15/01	Closed
54	Gordon	File concerns on differences between Tag & Lens CSR's	2/13/01 3/15/01 5/16/01	Closed Bell went over issues with KMC @ 3/15/01 meeting. Comments filed. Bell committed to work on any issue
55	Bell	Provide schedule for new test environment as related to interface releases	2/13/01 3/15/01 5/16/01	Closed Beta version on line 4/7/01, will be available to customer's 4/23/01 if good. Up and running
56	Bell	Provide sequence for UNE to UNE migration that includes UNE with LNP	2/13/01 3/15/01	Closed. Stacey to publish sequence of events with minutes
57	Bill Stacey	Provide priority list for change control process	2/13/01 3/15/01	Closed. provided to participants via hand outs and Web site
58	ITC^DeltaCom	Provide PSC with summary of change control meeting to be held on 2/21/01		. minutes sent out. CLEC's don't know how many hours are allocated to each project and are told information is proprietary. Stacey to talk to team. It is his opinion that the info is not proprietary. He will advise next meeting. No

				additional information
59	KMC	File comments on Parsing with PSC (change control)	2/13/01 3/15/01 5/16/01	Closed. comments filed
60	CLEC's (EATEL, Cox)	Provide Bell with specifics of training disparity as related to completion forms	2/13/01 3/15/01	Closed. the training and training manual are accurate
61	Cox	Set up service order request demo in order center located on Poydras St in New Orleans	2/12/01	Complete
62	AT&T / EATEL	Provide examples of order rejections that reflect change request notices	2/13/01 3/15/01 5/16/01	Closed
63	CLEC's Stacey	Monitor improvements made in posting of order completions		April data shows slightly under 24 hrs. AT&T feels they still have problem.
64	Bell	Bell to look at AT&T and KMC's issue between ordering process and provisioning process. CLEC's call UNE Center to check on order. UNE center doesn't have order & refers CLEC's back to LCSC. Should have SPOC to get information.		process put in place to trap. Bell to handle off line with CLEC's. AT&T reported no new problems
64a	AT&T	Insure people are using CSOTS	Ongoing	Closed
65	AT&T / KMC	Submit DID # list to Stacey handle and respond	2/13/01 3/15/01	Closed
66	AT&T / eSpire / Stacey	Numbers loaded into Caller ID name database	2/13/01 3/15/01 5/16/01	Closed. Work around implemented. Stacey asks CLEC's to go through account team & get them to refer to Kieth Milner.
67	KMC	Provide examples to Bell on Bell customers not being disconnected timely causing "double" billing to customer	Asap 3/15/01	Closed
68	AT&T / Cox	Provide details to Bell on Directory Listings dropping out	2/13/01 3/15/01 5/16/01	Closed. Bell has put a more strenuous "Quality" control process in place. Errors have been attributed to Service Reps.

69	Stacey	Look at loss of long distance following migration issues surfaced by CLEC's	2/13/01 3/15/01 5/16/01	Closed. same as item 68
70	AT&T, Cox, Stacey	Review CLEC specific cases (RE: Service problems when order not 100% complete)	2/13/01 3/15/01 5/16/01	Closed cases reviewed
	Team	Next Meeting BellSouth Building @ 840 Poydras St. New Orleans	2 12/01	12:00 noon
71	Bill Stacey	Confirm that PMAP is not pulling from the PON status reports to determine if an LSR is mechanized vs non mechanized		fix done on 2 7 01. Links back to item =28a
72	Oliver	Provide update to PSC as to when Web Based training and "Help" line will go on line & provide training cost / coverage's	3/15/01 5/16/01	Closed. Oliver provided written attachment on all items 72a – 72e
72a	Tom Moquin	Feasibility of e-mail notice to CLEC's when new notifications posted	3/15/01 5/16/01	
72b	Tom Moquin	Feasibility of PMAP reports being formatted in zip files	3/15/01 5/16/01	
72c	Tom Moquin	Maintain past history of carrier notifications when change occurs after posting on web	3/15/01 5/16/01	
72d	Laurel McKenzie	Posting on web site of available tax credits from training	3/15/01 5/16/01	
72e	Tom Moquin	Look at changing web site description of PONS status reports that are too ambiguous (manual vs electronic orders) & report back to AT&T	3/15/01 5/16/01	
73	PSC Staff	Develop rules for extension of 20 day notice requirement at request of ILEC without additional 20 days.		. pending outcome of LPSC rulemaking
74	PSC Staff	Develop rules for handling of a facilities based CLEC that goes out of business		. pending outcome of LPSC rulemaking
75	PSC Staff	Develop rules for handling the customers of a facilities based or resale CLEC that goes out of business		. pending outcome of LPSC rulemaking
76	PSC Staff	Review security bonding rules for all existing CLEC's that operate without security bond to allow for end user service		. pending outcome of LPSC rulemaking

		continuance if necessary		
77	PSC Staff	Develop rule for PSC notification of CLEC filing bankruptcy and for PSC participation in bankruptcy proceedings		, pending outcome of LPSC rulemaking
78	Dixon	Develop rulemaking on name changes and transfer of assets / control when one CLEC purchases / takes over another CLEC to ensure all costs are recovered to transfer end users	3/15/01	Closed
78a	PSC	Opened rule making with possible changes on transfer of assets		
79	Bonnie Eades. Arthur Williams. PSC Staff. Kay Jackson	Put parameters together for long range planning forecast needs dealing with joint used facilities (poles. conduit runs. etc.). Need to get electric companies involved per Commissioner Dixon's request	3/15/01 5/16/01	Closed. Arthur Williams put together analysis & transmitted to Cox & staff for input. Arnold (PSC) sent to everyone on commission. Docket item is required
80	PSC Staff	Review rate / pricing structure charges for joint usage to insure all utilities are being treated equally and equitably	3/15/01 5/16/01	Closed. per team and commissioner, beyond the scope of the team.
81	Cox	Provide PSC (Dixon) information dealing with parishes / municipalities forcing them to sign "illegal" ordinances to gain right of ways	3/15/01 5/16/01	Closed . Legislative matter.
82	Dixon. PSC Staff	Meet with parishes / municipalities via workshop setting to resolve item #80 before taking legal action	3/15/01 5/16/01	Closed . Legislative matter.
83	Brandon. Arnold. Barbee Ponder	Look at and report on what other states are doing with respect to shared tenant access		

ATTACHMENT 4

FeedBack Survey for UNE-P User Group

March 22, 2001

Name_____Company_____E-mail address_____

1. **In what ways did you find the UNE-P User Group helpful?**

   a. Good open communication.
   b. Hearing other CLEC issues, direct contact with SMEs, and building relationships with other CLECs and ILEC SMEs
   c. Open forum of issues were discussed and background information was provided.
   d. Ability to interact with other CLECs and learn from their experiences. Also, to interact with the BST management team.
   e. BellSouth's SMEs in attendance.
   f. I appreciate the opportunity to dialogue with BellSouth and to hear what all the issues are that CLECs are feeling.
   g. Forum to have "opportunities" worked in an expedited manner.
   h. It was great to hear the issues from the other CLECs. I think we resolve things much better by jointly discussing them.
   i. Open discussion was very helpful, knowing that other CLECs are handling.
   j. Other CLECs experiencing the same problems and offering their resolutions.
   k. Realized that other CLEC's are experiencing same troubles and concerns.
   l. It is helpful to know that other CLECs are having same problems.
   m. For a first launch it was very informative.
   n. What issues will we face as we enter BST territory.
   o. Meet other CLECs.
   p. SMEs present.
   q. Very informative-Many CLECs offering info in one room with BellSouth there and present to discuss options and remedies.
   r. Start up basis and the existing problems involved.
   s. Meeting other CLECs with same issues. Meeting Bell people to put face with name and voices. Ability to bring up issues and know answers will be published.
   t. Networking with other CLECs and BellSouth contacts.
   u. Identified common issues to UNE-P CLEC community.
   v. Group discussion on problems and conversations between CLECs and BST. Positive atmosphere.
   w. First attendance today; may be more helpful in future sessions; KMC is in its initial stages of UNE-P implementation.
   x. Liked the rules of engagement.
   y. Provides a forum to address billing and operational issues.
   z. We're just getting started with UNE-P so all information is helpful. Good way to determine what issues to be concerned with.
   aa. The open communication was great and the fact that companies that operate the same way were the only participants. The feedback from the BellSouth people was informative.

2. **What changes would you like to see implemented at the next UNE-P User Group meeting?**

   a. I liked the format and the idea of publishing issues ahead.
   b. Things are on tract thus far-no changes.
   c. Website access during meeting.
   d. Call record billing discussion.
   e. Have people who work in the LCSC-just staff as well as CSMs.
   f. Possibly contacts from the LCSC that are often on the floor and may shed light on particular problems we seeing.

g. For a first meeting I felt that it went very well.
h. Possibly have OSS online for talking points.
i. Everything good so far-keep it up.
j. A central area to publish responses to what items were covered and an attendance sheet passed to all who attended (good reference to get with folks one-on-one at breaks in private.
k. More information on the actual start up process and the procedures for actual order implementation.
l. Provide issues as well as topics being covered at meeting.
m. Have it at the BellSouth Conf. Center instead to avoid traffic and parking problems.
n. Submit questions prior to meeting, so answers can be given prior to meeting of during meeting.
o. More work on resolution at a real time level.
p. None.
q. More substance—i.e. pros-cons of choosing UNE-P: More order process info.
r. I think having a agenda with previously identified issues will allow BellSouth employees to be prepared to answer CLEC question.
s. None at this time.
t. No conference call attendees.

3. **Are you currently a UNE-P user? If not, when do you plan to convert to the UNE-P platform?**

YES-18

Comments

Yes, in progress, nearing completion.
BST states.
We are currently a UNE-P User.
SWBT 5 states.
In Texas (SWBT) BST in signing stage.

NO-5

Comments

It is in the planning stage 12/01.
Strategically reviewing UNE-P as an option.

4. **Will you attend future UNE-P User groups by conference bridge or will you attend in person?**

Person-13
Conference Bridge-3
Both-8
Not Sure-1

Comments

-Difficult to catch all info via a bridge.
-Both-in person at least every other month.
-Would like to attend in person will depend on frequency
-I am available for conference call or in but prefer in preference
-In person when possible.
-Prefer to attend in person. Less distractions from outside issues.
-Not sure at this time
-Both, mostly in person.

-Prefer to attend in person. Could not imagine being able to "catch" all the info over a conference bridge.
-If meeting is 1-2 hours conference bridge OK. Face to face seems to work better overall.
-Yes, if context is beefed up.
-Prefer in person over a call if a representative from Z-Tel will attend in person or via a conference bridge.
-Depends on my workload. Liked the ability to join via-conference bridge!

5. **What factors help you decide to attend in person or by conference bridge?**

    a. Difficult to catch all info via a bridge.
    b. Issues we are bringing to the table. It is beneficial to attend in person periodically to interact with other CLECs.
    c. Advance notice and agenda or set schedule.
    d. Group discussions during lunch and conversations with BST representatives on a one-on-one basis.
    e. Agenda items.
    f. Distance and cost.
    g. Topics on agenda.
    h. I pay much better attention in person.
    i. One on one seems to be a benefit. Too many distractions on a conference call.
    j. Less distraction from outside issues. Prefer to interact personally with Bell employees and other CLECs.
    k. Upper management make the final decision but I would be interested in attending in person.
    l. Being face to face until we get a handle on things, then maybe doing a couple of hours.
    m. Scheduling.
    n. Timing and workload.
    o. No distractions-BS folks in person-better concentration to prepare for meeting.
    p. The fact that it was help in Atlanta and we are based in Atlanta.
    q. When meetings are scheduled. Would be best if fixed dates and times.
    r. Hearing better.
    s. Frequency and length of agenda.
    t. Length of meeting and items covered.
    u. Meet other user groups/CLECs.....
    v. Time if the meeting is less than a half of a day. A conference call is a more efficient use of time.
    w. My schedule and loss of work time traveling. Being able to attend via-conference bridge saved me time and money!
    x. In person you have better attention and focus on the conversation then on a conference call.

6. **You will recommend other business colleagues to attend UNE-P User Group meetings?**

YES-23
N/A-1

Comments

-Operations and product development.
-All departments participating.
-Definitely!
-At least once.
-A lot of info. Can be absorbed in these sessions.
-Will recommend and have time managers attend.
-If it applies directly to their work.

7. **On a scale of 1-5, with 1 being low, and 5 being most useful, how would you rate the value (defined in your own terms) of the UNE-P User Group to your company? The average was 4.**

    1   2   3   4   5

8. Suggestions you have to make the UNE-P User Group more valuable to you and your company?

    a. Invite LCSC managers/directors.
    b. Attend in person.
    c. Bi-monthly for the rest of 2001.
    d. Access to site future meetings.
    e. Timely responses.
    f. Action items with assignment and date reply.
    g. More examples in documentation.
    h. BST SMEs present and participating rather than take back.
    i. Establish e-mail distribution for UNE-P USER Group and communicate issues and answers.
    j. Involve CSMs and LCSC employees.
    k. I feel that we are going in the right direction with this meeting.
    l. Post action item updates on website rather than just use the forum to update them.
    m. Minutes published with in that week after to share with others with mail in our company.
    n. E-mail distribution "group" for UNE-P user group being able to view website area and which meetings are going on to take us to areas as we discuss them.
    o. Talk about Implementation.
    p. Stop asking for examples.
    q. Have visual examples of FOLs and CNs.
    r. More time to visit with other CLECs.
    s. Small group exchanges.
    t. More examples.
    u. Participation by needed departments (staff people)
    v. Have BellSouth support teams in attendance.
    w. Post FAQ section on the web-site.
    x. Visual examples.
    y. Table setup-Group was too spreadout.
    z. Need rep. That can make decisions on the spot for easy changes.
    aa. BellSouth should attempt to answer general questions, without necessarily needing specific examples. Overall, I think this was a positive forum for CLECs to discuss issues and concerns and access to website available.
    bb. Make sure everyone uses microphones. At times I couldn't always hear all of the discussion. Repeat name often. Didn't always know who was talking.

9. How often do you think the UNE-P User Group should meet?

Monthly
3 attendees

Bi-Monthly
9 attendees

Quarterly
4 attendees

4 to 6 weeks
4 attendees

10. Do you intend to become an active participant of the UNE-P User Group?

25 attendees responded that they would participate again or some representative be there.

FeedBack Survey for Collocation User Group

March 29, 2001

Name_____Company_____E-mail address_____

1. In what ways did you find the Collocation User Group helpful?

-Getting issues out in the open.
-Feedback from other CLECs.
-The discussion group on different topics, fillabuster.
-Good dialogue is always helpful. Exchange of data was great.
-Power, trouble shooting, and team atmosphere between BellSouth and CLECs.
-I received information pertaining more to our type of operation.
-E-application information and power review.
-Issues and concerns that I came to the meeting were either addressed or have been logged as action items.
-Clearer understanding of feedback on application.
-Quicker exchange of information.
-Provided insight regarding various issues, puts us in a position to respond to CLECs.
-Very informative. Relaxed atmosphere. Promoting discussion.
-Provide ability to listen to CLEC concerns and issues.
-It brings various user groups to a common forum.
-It was very informative on the new features for the website and how it works.
-Power discussion.

2. What changes would you like to see implemented at the next Collocation User Group meeting?

-Critical due dates posted for all to see on E-Application screen and more BellSouth people that can answer all questions that came up.
-None.
-No changes in the group process. Process is fine. My boarded request is to have critical dates added to the E-Application screens. Also, I would like BellSouth to investigate automatic monitoring of power consummation. The technology is available.
-Better use of on-site microphones (volume levels fluctuate greatly).
-Reminders to mute phones as new participants to join the group.
-Person asking questions or making comments and give name and organization.
-BST address, general issues, common mistakes from CLECs.
-Great meeting and overall very informative. Kudos to the facilitator.
-Good format.
-Format is fine.
-None. Were planned and run meeting.
-A half day session with pre-identified issues.
-Hands on E-App. Access.
-N/A.
-I am a new user and still in training and I don't really know enough about the system at this time to make any suggestions.
-BST.

3. Are you currently a Collocation user? If not, when do you plan to convert to the Collocation platform?

YES-9
N/A-1

Comments-
-It is in the works.

-We are in the process.
-We just began collocation. The E-Application is very nice, so far.
-BellSouth: Network Operations Support.
-BST

4. **Will you attend future Collocation User groups by conference bridge or will you attend in person?**

Conference Bridge-2
Person-7
Both-1

Comments-

-Either or I like both.
-Either is Okay with us. We will defer to the preferences as the rest of the group.
-I will attend in person as much as possible.
-Yes, probably in person.
-In person, whenever possible.
-Plan to have a CRES rep at meeting in person.
-Probably.
-I will attend in person again.
-Some of both.

5. **What factors help you decide to attend in person or by conference bridge?**

Comments-

-Travel Cost and time away from office.
-I like the one on one and hearing others problems.
-Issues list.
-Eyeball to eyeball. Much better.
-Time restraints make conference bridge attendance more appealing.
-I am located in Atlanta.
-I needed to know if this would be a good forum to express and resolve issue. Very satisfied with results.
-Yes, especially new employees.
-Location.
-In person, gives a chance for side bar discussions.
-The nature of the forum.
-Location of meeting.
-I live in Atlanta.
-The actual group discussions along with the interactive format.
-I like face to face interaction and hands on experiences.
-BST-SME
-If Sprint has an item to present, will probably attend in person.

6. **Will you recommend other business colleagues to attend Collocation User Group meetings?**

Yes-14

Comments-

Yes, as future agendas pertain to other members of our company.
Yes, especially new employees.

7. On a scale of 1-5, with 1 being low, and 5 being most useful, how would you rate the value (defined in your own terms) of the Collocation User Group to your company? The rate of the value is 4.

Comments-

The mood of the meeting was good. Hopefully more CLECs will partake next time.

	1	2	3	4	5

8. Suggestions you have to make the Collocation User Group more valuable to you and your company?

   a. Again, critical due dates posted for all to see and not just BellSouth.
   b. Power billing done another way other than for us-if used less than expected.
   c. Make available contact names for specific problems and issues.
   d. Better preliminary set up concerning tools needed for meeting. Example: need for prior logon Info. For secure collocation website...so logon could be acquired.
   e. Provide changes and updates to procedures that have occurred in the last quarter/since last meeting.
   f. Send issues to everyone as they are being worked.
   g. Continue providing demonstrations and or information enhancements.
   h. List of BellSouth concerns with CLECs.
   i. List of attendees with their phone numbers.
   j. Have additional data regarding power arguments and change fee's availability.
   k. Provide escalation list for each group within the collocation process.
   l. Get process for space arguments vacating Collocation space.

9. How often do you think the Collocation User Group should meet?

Bi-Monthly-1
Quarterly-17

10. Do you intend to become an active participant of the Collocation User Group?

Yes-17
Probably-2

Comments-

Excellent facilitation. Margaret kept us focused and on target all day.
This forum was very useful!!!

Louisiana Public Service Commission

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July 16, 2001

Mr. Steve Strickland
Senior Manager
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7301 North Highway 161, Suite 400
Irving, Texas 75309-2807

Re: *Audit of BellSouth's Louisiana SQPM*

Dear Mr. Strickland:

In March of 2000, the Staff of the Louisiana Public Service Commission (LPSC) approved your February 29th Master Test Plan for the audit contemplated by the LPSC for BellSouth's Louisiana SQPMs. At that time, the LPSC was conducting workshops concerning possible enhancements to the Louisiana SQPMs. Recently, the LPSC issued General Order dated May 14, 2001 in Docket No. U-22252-C in which it clarified certain of the existing SQPMs and added certain new measurements. A copy of that Order is attached. The Order also requires an annual audit of BellSouth's SQPMs for each of the next five (5) years. BellSouth filed its revised SQM Report on June 28, 2001. A copy of that revised SQM Report is also attached.

In light of the foregoing, we ask that you submit the following:

1.   any modifications to your Master Test Plan that you believe are necessary in light of the revisions to the Louisiana SQPMs;
2.   pursuant to Section 1.04 of the Master Test Plan, your analysis of past, present and future metrics testing in other states in the BellSouth region to determine appropriate reliance on those tests and thus avoid duplication of effort;
3.   a status of the performance measurement testing in other states in the region; and
4.   a propose schedule for completing the Louisiana-specific portions of the audit, particularly, those items described in the "Supplementary Directed Tests" portion of the Master Test Plan.

Please provide your response to the undersigned and to the parties listed on the service list enclosed herein at your earliest convenience. We look forward to working with you to expeditiously complete this audit.

With kindest regards, I remain

Sincerely,

/s/ Vanessa L. Caston

Vanessa L. Caston, Esq.
Attorney Supervisor

xc: Brandon M. Frey, Esq. (w/out attachments)
       Lawrence C. St. Blanc (w/out attachments)
       U-22252 Subdocket C Service List (w/out attachments)

Service List
Docket No. U-22252 Subdocket E

All Commissioners
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Brandon Frey - LPSC Staff Attorney
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